

## AMENDMENTS TO THE CLAIMS

The following listing of claims will replace all prior versions and listings of claims in the application.

### **LISTING OF CLAIMS**

1. (currently amended) A method of ~~modeling~~ managing information technology (IT) computing support services and processes, the method comprising:

- defining ~~a computing support service~~ each of the IT computing support services as one of a computing transaction and a change to a computing environment;
- defining ~~a computing support process~~ each of the IT computing support processes as one of:
  - an information delivery process for delivering computing transactions to end users;
  - an environment build process for delivering changes to a computing environment which delivers computing transactions;
  - a process for finding and fixing service and process defects associated with the information delivery process; and
  - a process for finding and fixing service and process defects associated with the environment build process;

and

using the defined processes and defined services to analyze the IT computing support services and IT computing support processes.

2. (original) The method of claim 1, wherein defining a computing support process includes defining each lower-level computing support process as a portion of one of the information delivery process, the environment build process, the process for finding and fixing service and process defects associated with the information delivery process, and the process for finding and fixing service and process defects associated with the environment build process.

3. (original) The method of claim 1, wherein defining a computing support service includes defining each lower-level computing service as one of a computing transaction and a change to a computing environment.

4. (original) The method of claim 1, further comprising managing quality of the information delivery and environment build processes by performing the processes for finding and fixing service and process defects.

5. (original) The method of claim 1, wherein the processes for finding and fixing service and process defects include corrective action, data analysis, and preventive action.

6. (original) The method of claim 5, wherein corrective action for the information delivery process includes service restoration.

7. (original) The method of claim 5, wherein corrective action for the environment build process includes defect management.

8. (original) The method of claim 5, wherein data analysis includes analyzing data generated by corrective action and preventive action.

9. (original) The method of claim 8, wherein the data includes quality data, cycle time data, unit cost data, reactive trends, and productivity data.

10. (original) The method of claim 5, wherein preventive action includes root cause analysis.

11. (currently amended) The method of claim ~~[[5]]~~ 4, wherein ~~[[the]]~~ managing quality ensures generally continuous process improvement.

12. (original) The method of claim 11, wherein the generally continuous process improvement includes:

a change management process for changing a process; and

a process for changing a product including advising a supplier of a defective product, receiving an improved product from the supplier, and installing the improved product to the computing environment through the environment build process.

13. (currently amended) The method of claim 4, wherein [[the]] managing quality includes generating a record.

14. (original) The method of claim 1, wherein the processes for finding and fixing service and process defects include an infrastructure performance management process.

15. (currently amended) The method of claim 1, further comprising ~~defining at least one computer support process as defined by Information Technology Infrastructure Library taxonomy as a portion of one of the information delivery process, the environment build process, the process for finding and fixing service and process defects associated with the information delivery process, and the process for finding and fixing service and process defects associated with the environment build process.~~ mapping components of a quality management standard to the defined processes; and implementing the quality management standard with reference to the mapped components.

16. (original) A method of managing information technology (IT) computing support services and processes, the method comprising:

defining [[a]] each IT computing support service as one of a computing transaction and a change to a computing environment;

defining [[a]] each IT computing support process as one of:

an information delivery process for delivering computing transactions to end users;

an environment build process for delivering changes to a computing environment which delivers computing transactions;

a process for finding and fixing service and process defects associated with the information delivery process; and

a process for finding and fixing service and process defects associated with the environment build process;

and

managing quality of the IT computing support processes defined as information delivery and environment build processes by performing the IT computing support processes defined as processes for finding and fixing service and process defects.

17. (original) The method of claim 16, wherein the performing the processes for finding and fixing service and process defects includes corrective action, data analysis, and preventive action.

18. (original) The method of claim 17, wherein the managing ensures generally continuous process improvement.

19. (original) The method of claim 16, wherein defining a computing support process includes defining each lower-level computing support process as a portion of one of the information delivery process, the environment build process, the process for finding and fixing service and process defects associated with the information delivery process, and the process for finding and fixing service and process defects associated with the environment build process.

20. (original) The method of claim 16, wherein defining a computing support service includes defining each lower-level computing service as one of a computing transaction and a change to a computing environment.

21. (currently amended) A ~~system for~~ method of managing information technology (IT) computing support services and processes, the ~~system including~~ method comprising:

~~an information delivery process for delivering computing transactions to end users;~~

~~an environment build process for delivering changes to a computing environment which delivers computing transactions;~~

~~a process for finding and fixing service and process defects associated with the information delivery process; and~~

~~a process for finding and fixing service and process defects associated with the environment build process;~~

~~each of the computing support processes being defined as a portion of one of the information delivery process, the environment build process, the process for finding and fixing service and process defects associated with the information delivery process, and the process for finding and fixing service and process defects associated with the environment build process; and~~

~~each of the computing support services being defined as one of a computing transaction and a change to a computing environment.~~

defining each of one or more of the IT computing support processes as a portion of one of an information delivery process for delivering computing transactions to end users, an environment build process for delivering changes to a computing environment that delivers computing transactions, a process for finding and fixing service and process defects associated with the information delivery process, and a process for finding and fixing service and process defects associated with the environment build process;

defining each of the IT computing support services as one of a computing transaction and a change to a computing environment; and

managing the IT computing support processes and services, the managing performed using the one or more defined portions.

22. (currently amended) The ~~system~~ method of claim 21, wherein the information delivery process is generally automated and transparent to the end users.

23. (currently amended) The ~~system~~ method of claim 21, wherein a change to the computing environment includes one or more of a hardware change, a software change, a data change, a user change, and a computing environment change.

24. (currently amended) The ~~system~~ method of claim 21, wherein the processes for finding and fixing service and process defects include corrective action, data analysis, and preventive action.

25. (currently amended) The ~~system~~ method of claim 24, wherein the processes for finding and fixing service and process defects ensures generally continuous process improvement.